# CITY & GUILDS NPTC LEVEL 3 AWARD IN PREPARING AND AGREEING EMERGENCY TREEWORK OPERATIONS (QCF) QAN 600/6123/6



Version 3

# **QUALIFICATION GUIDANCE**

# **Integrated Assessment**

## **Essential Qualification Information**

## Not to be used by the Candidate during Assessment

You will require some of this information to accurately complete the Record of Assessment (ROA)

Qualification Group No	0 0 2 1	Forestry & Arboriculture Level 3
Qualification Programme No	0 0 2 1 - 0 4	Award In Preparing And Agreeing Emergency Treework Operations
Unit(s)	3 0 4	Prepare for and agree emergency tree work operations
Learning Time (LT)	3 0 4	LT 33 (5 Credits) (* see note on page 2)
Recommended Assessment Duration		1.5 – 3 hours per Candidate

# City and Guilds NPTC Level 3 Award In Preparing And Agreeing Emergency Treework Operations (QCF)

### **Qualification Guidance**

#### Introduction

The scheme will be administered by City & Guilds

City & Guilds will:

Publish - Scheme regulations

- Qualification guidance
- Training materials
- Trainers support materials

Approve centres to co-ordinate and administer the scheme Set standards for the training of Verifiers and Assessors Recruit, train and deploy Verifiers Issue certificates to successful Candidates

#### The Qualification

The qualification will be awarded to Candidates who achieve the required level of competence in the units to which their certificate relates.

#### What is the Qualifications and Credit Framework?

OFQUAL have introduced the Qualifications and Credit Framework (QCF) to increase flexibility for learners and employers. Qualifications may be built up from individual units according to rules of combination. The units are derived from the National Occupational Standards, which are compiled by Lantra SSC, the Sector Skills Council for the Land-based industries.

#### Instruction

Attendance at a course of instruction is not a pre-requisite for an application for an assessment but potential Candidates are strongly advised to ensure that they are up to the standards that will be expected of them when they are assessed.

#### \* Learning Time (LT)

Learning Time (LT) is a better indicator of the time requirement needed for a candidate to achieve competence in this qualification. It has replaced Guided Learning Hours (GLH) which are defined as "tutor or teacher led hours". LT is defined as "a notional measure of the learning time a typical learner might be expected to take to complete and achieve all learning outcomes". It takes into account prior learning and encompasses: formal learning (including classes, tutorials, on line tuition), coaching and mentoring, practical work, relevant IT activity, information retrieval, expected private study and revision, work-based activity which leads to assessment, practice to achieve competence, formative assessment, programme planning and feedback.

#### **Access to Assessment**

Assessment centres will be responsible for arranging assessment on behalf of the Candidate.

The minimum age limit for Candidates taking Certificates of Competence is 16 years. There is no upper age limit.

The assessment is one Mandatory unit:

Unit 304 Prepare for and agree emergency treework operations

Outcomes

- 1. Be able to promote health and safety and industry good practice (1) (Criteria 1.1 1.5)
- 2. Be able to prepare for and agree emergency treework operations (2) (Criteria 2.1 2.7)
- 3. Understand relevant health and safety legislation and industry good practice (3) (Criteria 3.1 3.7)
- 4. Understand how to prepare for and agree emergency treework operations (4) (Criteria 4.1 4.9)

Candidates must successfully achieve all assessment activities in the above unit.

#### There are no endorsements for this Award.

### **Quality Assurance**

Verification is a process of monitoring assessment; it is an essential check to confirm that the assessment procedures are being carried out in the way City & Guilds has laid down. The overall aim of verification is to establish a system of quality assurance that is acceptable in terms of both credibility and cost effectiveness.

Approved Assessors will be subject to a regular visit by the verifier at a time when assessments are being undertaken.

A selection of assessment reports completed by the Assessor will be evaluated by a City & Guilds approved verifier.

Compliance with the verification requirements is a pre-requisite for Assessors remaining on the list of approved Assessors.

After assessment has been completed the Qualification Guidance is to be forwarded to the centre and retained by the centre until after the annual centre visit has taken place by a Quality Systems Consultant (QSC).

#### Quality Assurance continued...

As part of the quality assurance process, a minimum of **two** observations are required to be undertaken for each qualification that is assessed by a Trainer/Assessor. These will be carried out by an internal Verifier appointed by the Centre. One observation will be conducted in the presence of the Quality Systems Consultant. In respect of risk management, there is an expectation that additional observations up to a maximum of **four** will be carried out for the inexperienced or newly qualified Trainer/Assessor or Assessors.

#### **Performance Evaluation**

The result of each assessment activity is evaluated against the following criteria:

- M = Met Meets or exceeds the assessment criteria by displaying a level of practical performance and/or underpinning knowledge. If the Criterion has been MET, a tick ☑ is to be put in the box provided in the bottom right-hand column of each section.
- NM = Not Met Does not satisfy the requirements of the assessment criteria, being unable to perform the practical task satisfactorily or safely or being deficient in underpinning knowledge. If the Criterion is NOT MET, a cross is to be put in the box provided in the bottom right-hand column of each section.

#### Appeals and Equal opportunities

Centres must have their own auditable, appeals procedures. If a Candidate is not satisfied with the examination conditions or a Candidate feels the opportunity for examination is being denied, the Centre Manager should, in the first instance, address the problem. If, however the problem cannot be resolved, City & Guilds will arbitrate and an external verifier may be approached to offer independent advice. All appeals must be clearly documented by the Centre Manager and made available to the external verifier or City & Guilds if advice is required.

Should occasions arise when centres are not satisfied with any aspect of the external verification process, they should contact Verification Services at City & Guilds.

Access to the qualification is open to all, irrespective of gender, race, creed, age or special needs. The Centre Manager should ensure that no learner is subjected to unfair discrimination on any grounds in relation to access to assessment and to the fairness of the assessment. QCA requires City & Guilds to monitor centres to check whether equal opportunities policies are being adhered to.

#### Validation of Equipment

A Manufacturer's instruction book or other operator's manual should be available. It is permissible for the Candidate to use this during formal assessment.

All equipment being used for this assessment must comply with the relevant requirements of the Provision and Use of Work Equipment Regulations (PUWER) 1998.

Vehicles must comply with Department of Transport and Road Traffic Acts where relevant.

Any appropriate item of machinery complying with legal requirements is acceptable for the assessment, provided it is suitably equipped for all assessment activities to be carried out.

#### Safe Practice

#### Appropriate Personal Protective Equipment (PPE) must be worn at all times.

The Assessor must ensure that a site specific risk assessment is carried out.

All equipment must be operated in such a way that the Candidate, Assessor, other persons, or other equipment are not endangered.

All ancillary equipment, when detached, must be safely parked.

Failure to operate safely and comply with these requirements will result in the Candidate not meeting the required standard.

Warning signs stating that an assessment is in progress should be available.

The Assessor may stop the assessment on the grounds of safety at any time at his/her discretion.

Before any assessments take place, Assessor & Candidate should be aware of any local or national issues to prevent breach of security, safety and any cross contamination or damage to the local environment.

A breach of Health and Safety that puts any person at risk during the assessment process will result in the assessment being terminated and the Candidate not meeting the required standard.

#### **Additional Information**

May be sought from the relevant manufacturer's operator manuals or any other appropriate training or safety publication.

Questions should be related to the background or employment aspirations of the candidate and, where possible, product labels used should be representative of products typically used in that sector or industry.

Candidates who undertake this assessment and have met the requirements are reminded of their legal obligation to receive/undertake appropriate additional training in the use of any equipment that differs from that used during the assessment, but which they are nevertheless qualified to use.

#### Assessment Guidance for the Trainer/Assessor

This qualification can be assessed by a Trainer who has trained the Candidate (a Trainer/Assessor) or by a third party (an Assessor) not directly involved with training of the Candidate providing they are suitably qualified and meet the requirements of the awarding body. Please see City & Guilds Centre Manual for guidance.

It is envisaged that assessment will be carried out after all of the training has been completed. However assessment may take place at intervals after each 'period' of training and may be effectively integrated into the training programme. The Candidate must be informed when assessment is taking place in terms of when formal assessment commences and when its ceases. It is not permissible to assess whilst training is being carried out. Assessment must be a separate activity.

Trainer/Assessors are reminded that assessment is a formal process. Assessment must be carried out using the Qualification Guidance. All relevant assessment criteria must be assessed against the criteria as specified in the Qualification Guidance. Assessment will be carried out by direct observation and by oral questioning of the Candidate. Where a specific number of responses are required these may include other suitable answers not specified if they are deemed to be correct by the Assessor. The performance of the Candidate is to be recorded on the Qualification Guidance as directed by completing the tick boxes. Space has been provided on the Qualification Guidance for the person assessing to record relevant information which can be utilised to provide feedback to the Candidate. Trainer/Assessors are reminded that feedback from the Candidate is required on the Record of Assessment that is sent to City & Guilds as part of the quality assurance process. After assessment has been completed the assessment schedule is to be forwarded to the centre and retained by the centre until after the annual centre visit has taken place by a Quality Systems Consultant (QSC).

The Candidate may only have a maximum of 3 attempts. Re-assessment cannot take place until further training has been provided.

#### **Assessment Guidance for Candidate**

A list of registered assessment centres is available from City & Guilds Land Based Services. (www.nptc.org.uk)

Assessment is a process by which it is confirmed that the candidate is competent in the unit(s) within the award to which the assessment relates. It is the process of collecting evidence about his/her capabilities and judging whether that evidence is sufficient to attribute competence.

The Candidate must be registered through the City & Guilds approved assessment centre for this qualification prior to the assessment.

The results of the assessment will be recorded on the Record of Assessment form (ROA).

The qualification guidance contains criteria relating to:

- Observation of practical performance
- Assessment of underpinning knowledge

#### **Chainsaw Safe Practice**

At all times during the assessment, equipment must be used in accordance with industry good practice, whatever the task being carried out.

- 1. Assessors must hold a current 'First Aid at Work' Certificate.
- All chainsaws used in assessments must comply with relevant Arboriculture and Forestry Advisory Group (AFAG) guidance and HSE Chainsaws at Work INDG317(rev1), in terms of safety features, and be a model and size suited to the task(s) required.
- 4. Recommended guide bar lengths should be observed, although variations may be accepted at the discretion of the assessor where this is appropriate to the task.
- 5. Candidates should be familiar with the machinery, equipment and tools that they are going to use.
- 6. During chainsaw based assessments a spare working chainsaw must be available.
- 7. Appropriate Personal Protective Equipment (PPE) must be worn at all times by both the candidate and the assessor. All PPE used must comply with relevant AFAG guidance, industry good practice, Health and Safety Executive publications and current legal requirements in terms of specification and use.
- 8. A First Aid kit meeting current regulations, of the appropriate size for the number of persons on site, must be available, along with appropriate fire fighting and suitable welfare facilities e.g. hand cleansing wipes.
- 9. The use of personal first aid kits must be line with current industry good practice.
- 10. The assessor must ensure a site specific risk assessment has been carried out, sufficient control measures implemented and appropriate emergency procedures recorded. All recorded risk assessment information should be clearly legible and accessible to candidates and completed for all locations where assessment activities are scheduled to take place.
- Manual handling techniques must comply with current legislation and industry good practice.
- 12. Any necessary permission must have been granted, and notifications made as appropriate.
- 13. All equipment being used for this assessment must comply with relevant legislative requirements.
- 14. Information may be sought from the relevant operator manuals or any other appropriate training or safety publication.
- 15. The current regulations for transport, handling and storage of fuel and oils must be complied with.
- 16. Provision must be made to avoid the risk of environmental pollution.
- 17. It is the responsibility of the assessor and the candidate to ensure that any additional requirements and provisions are met as relevant to this qualification.
- 18. At all times during the assessment, candidates must act in a way so as not to endanger themselves, the assessor or any other person or equipment. Work must be carried out to achieve the requirements of the assessment criteria in accordance with all relevant and current legislation and good practice guidance.
- 19. If required, relevant records must be accurately kept.
- 20. Appropriate steps should be taken to maintain effective teamwork in respect of other persons on site during the assessment.
- 21. Any appropriate item of machinery complying with current legal requirements is acceptable for the assessment, provided it is suitably equipped for **all** assessment activities to be carried out.
- 22. All equipment being used for this assessment must comply with the relevant requirements of the Provision and Use of Work Equipment Regulations (PUWER) 1998.
- 23. A breach of Health and Safety that puts any person at risk during the assessment process will result in the assessment being terminated and the Candidate not meeting the required standard.

This may include taking steps to ensure effective communication and safety precautions.

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Candidate A Name:			Da	ite:	Start Time:	Duration:					
Candidate B Name:			Date:		Start Time:	Duration:					
Candidate C Name:			Date:		Start Time:	Duration:					
Candidate	D Name:		Da	ite:	Start Time:	Duration:					
CRITERIA	ASSESSMENT	ASSESSOR			SSESSMENT			AND			
NUMBER	CRITERIA Explain the process of risk	GUIDANCE Five steps to risk assessm	ent		ACTIVITIES ng a risk assessment may		Α	В	С	D	
3.1	assessment			include:	ng a non accessment may						
				<ul> <li>identify the haza</li> </ul>							
3				1	nt be harmed and how						
					s and decide on precautions	6					
				-	ngs and implement them ssment and update if necess	arv					
				10 TOVICW THE ASSEC		-					
					Met√ Not N		Ш	Ш	Ш	Ш	
1.1	Identify the hazards and risks associated with the working area and the	Three hazards and risks we the working area	rith		thing with the potential to camight be harmed and how),						
1 1	proposed work	Three hazards and risks w	ith	the work area							
-		the proposed work		the work to be defined to the definition of the work to be defined to the definition of the work to be defined to the work to the work to be defined to the work to be defined to the work to be defined to the work to the w	one						
					Met ✓ Not N	/let X					
3.2	Outline the emergency planning procedures	State five emergency procedures		could include:	and procedures for the work	area					
	relevant to the working area			location name							
3				grid reference							
				<ul><li>designated mee</li><li>site location nam</li></ul>	• .						
				nearest access p							
				street name/dist							
				type of access							
				suitable helicopt	er landing area						
				phone number of	f nearest doctor						
				and emergency	·	ent					
				works manager							
					t number/mobile number						
					Met ✓ Not N	/let X					
3.3	Summarise current health and safety legislation and industry good practice	Two key points from each:		Outline key points from good practice listed b	m the legislation and industr elow:	У					
3		Health and Safety at Work		Health and Safety at	Work Act (HSWA):						
3		Act 1974 (HSWA)		<ul> <li>general duties for</li> </ul>	or employers and employees	;					
				maintain safe pla							
		Provision and Use of Work			Work Equipment Regulation						
		Equipment Regulations 19		(PUWER):	, ,						
		(PUWER), Regulation 9		operators adequ	-						
				equipment fit for							
				• other							
Continued											

CRITERIA	ASSESSMENT	ASSESSOR	ASSESSMENT			IDA	
NUMBER	CRITERIA	GUIDANCE	ACTIVITIES	Α	В	С	D
Cont		Four key points from Lifting Operations and Lifting Equipment Regulations 1998	The main requirements of the LOLER regulations relating to the inspection of climbing equipment include:				
3.3		(LOLER)	equipment should be subject to a pre use check by the climber				
3			a written recorded interim inspection should be kept for equipment subject to high levels of wear such as friction cord or possibly ropes				
			a thorough examination should be carried out at least every 6 months				
			equipment should be marked for unique identification				
			• other				
		Three key points from Work at Height Regulations 2005	The main requirements of the Work at Height Regulations relating to arboricultural operations include:				
			all work at height is properly planned and organised				
			those involved with work at height are competent				
			the risks from work at height are assessed and appropriate work equipment is selected and used				
			equipment for work at height is properly inspected				
		State where to find Industry Good Practice information:	Information may be found from:				
			Arboriculture Forestry Advisory Group (AFAG)				
			Forestry Industry Safety Accord (FISA)				
		State the safe working	other  Safe working distances between operators:				
		distances between operators					
		during	Cross-cutting:     5 metres or twice the length of the longest				
			product				
			Felling:				
			two tree lengths				
			Met ✓ Not Met X				
	Explain contingency	Two explained	Contingency planning explained:				
4.6	planning for different emergencies		being able to deal with any eventuality				
4	cinergenoies		practised for different eventualities				
4			• other				
			Met ✓ Not Met X				
0.5	Describe the potential	Two damages	Potential environmental damage may include				
3.5	environmental damage that could occur and how to		damage to retained trees				
3	respond appropriately		contamination of watercourses     wildlife disturbance				
			wilding disturbance				
		Two response	Appropriate responses may include				
			containment and clearance of spills				
			good housekeeping, use of spill mats etc				
			work sequence chosen to minimise subsequent damage to retained trees				
			wildlife assessments completed prior to work				
			Met ✓ Not Met X				
	<u> </u>			Щ		亗	Щ_

CRITERIA	ASSESSMENT	ASSESSOR	ASSESSMENT	C	AND	IDA	TE
NUMBER	CRITERIA	GUIDANCE	ACTIVITIES	Α	В	С	D
3.7	Explain the records required for management and legislative purposes and the importance of	Three records  One reason for each	Records required may be:				
3	maintaining them		<ul> <li>risk assessment: identify risks and reduce to an acceptable level to carry out work</li> </ul>				
			<ul> <li>completed job sheet: detailing actual works carried out</li> </ul>				
			other				
4.4	Explain the importance of responding appropriately	Two reasons	Urgent response is necessary:				
4.1	to the urgency of the emergency		<ul><li>to stop the situation escalating to a higher level</li><li>if life is in danger</li></ul>				
4	- Sine igency		<ul><li>in extreme weather conditions</li><li>other</li></ul>				
			Met ✓ Not Met X				
4.8	Explain how the complexity of the situation can impact	Three complexities	The dynamics of the work site can change due to :  • weather conditions				
	on the treework operations		trees/timber movement				
4			<ul><li>changes in site conditions</li><li>other</li></ul>				
			Met ✓ Not Met X				
4.9	Explain how to prioritise emergencies	Two levels of priority	Prioritising emergencies could be:  • level 1 low priority no immediate danger				
4.0	3		level 2 medium priority attend when available				
4			<ul><li>level 3 high priority immediate action required</li><li>other</li></ul>				
			Met ✓ Not Met X				
4.2	Explain why it is important to have the vehicles and kit	Three reasons	Importance may be to:  • enable fast response times				
	prepared in anticipation of any emergency		meet contractual obligations				
4	any emergency		<ul><li>provide fast efficient service</li><li>other</li></ul>				
			Met ✓ Not Met X				
3.4	Explain the importance of maintaining tools,	State three reasons	The importance of maintaining tools, equipment and PPE may include:				
2	equipment and personal protective equipment		<ul><li>operator safety</li><li>ensuring equipment works when required</li></ul>				
3			reduces downtime				
			<ul> <li>reduces emissions and possible environmental damage</li> </ul>				
			other  Met ✓ Not Met X				
	Prepare vehicle(s) and	Assessor to observe	Vehicle preparation should include:				
2.1	equipment in anticipation of an emergency		<ul><li>vehicle prepared and checked</li><li>treework equipment prepared and checked</li></ul>				
2			anticipated equipment necessary for emergency treework operations loaded				
			• other				
			Met ✓ Not Met X				

CRITERIA	ASSESSMENT	ASSESSOR	ASSESSMENT	C	AND	IDA.	ΓΕ
NUMBER	CRITERIA	GUIDANCE	ACTIVITIES	Α	В	С	D
	Investigate how to	State two	Advance warnings to include:				
4.3	research advance warning of emergencies, such as		Meteorological Office				
4	weather		internet				
4			• TV				
			• radio				
			• other				
			Met ✓ Not Met X				
	Match the skills and	Assessor to observe	Skill and experience of personnel:				
2.6	experience of personnel to		designated roles				
	the treework operations and the complexity of the		<ul> <li>work tasks applicable to operatives skill level</li> </ul>				
2	situation		qualified personnel selected				
			Met ✓ Not Met X		Ы	П	
	Explain how to deploy the	One reason	Deploying the workforce to include:	Ш	브	Ш	닏
4.4	workforce efficiently and	One reason	standby rota				
7.7	effectively		pager/phone				
4			other				
-							
			Met ✓ Not Met X				
	Agree and establish an	Assessor to observe	Establish efficient and effective communications:				
2.2	efficient and effective communication system		hierarchy of command established				
4	with all the other services		agreed methods of communication observed				
4	on site		• other				
			Met ✓ Not Met X				
	Explain how to identify the	Two identifications	Identifying utilities could be done by:				<del>                                     </del>
4.5	presence and significance		inspect site for overhead and underground way				
	of utilities		leaves				
4			service plans				
			liaison with utility companies				
			• other				
			Significance of utilities may be:				
		Two significance of each	will impact on how emergency work is carried out				
		S	additional assistance				
			other				
			Met ✓ Not Met X	Ш	Ш	Ш	Ш
4 -	Explain how to secure sites	Two reasons	Securing sites may include:				
4.7	for safe and effective working including the		in accordance with chapter 8				
4	correct location and		as per signing lighting and guarding requirements				
4	positioning of warning		Road Traffic Management Act				
	signs and access controls		• other				
			Met ✓ Not Met X				
	Agree and establish an	Candidate to outline	Establish an emergency plan and method of work				
2.3	emergency plan and a method of work that is	proposed plan of work	could include:				_
_	appropriate to the safety of		evaluate the site				
2	those involved, the working		site specific risk assessment				
	area and the complexity of		allocate roles and responsibilities				
	the situation		communicate with all other agencies on site				
	1		Met ✓ Not Met X				

CRITERIA	ASSESSMENT	ASSESSOR	ASSESSMENT	CANDIDA			
NUMBER	CRITERIA	GUIDANCE	ACTIVITIES	Α	В	С	D
2.4	Check appropriate traffic management systems are	Assessor to observe	Appropriate traffic management system checks may include:				
2	in place to protect the workforce		receives authorisation from traffic management officer				
			all appropriate traffic management paperwork checked and signed				
			all operatives on site informed that traffic management Is in place and operational				
			all additional services are informed traffic management is in place and operational				
			Met ✓ Not Met X				
2.5	Check that the emergency services have taken all	This is not the responsibility of the call out crew Candidate	Necessary actions taken by emergency services may include:				
2.5	necessary actions prior to undertaking treework	to liaise with emergency services to ensure all	all appropriate emergency services are in place				
2	operations	systems are in place and a	<ul> <li>site manager to establish communications with emergency services</li> </ul>				
		safe working zone is established	safe working zone established				
			safe system of work agreed				
			additional emergency services on standby where appropriate				
			Met ✓ Not Met X				
1.4	Carry out work to minimise environmental damage	Assessor to observe	It is ensured that any possible environmental damage is minimised at all times during emergency treework activities				
1			Met ✓ Not Met X				
1.2	Use appropriate tools, equipment and personal protective equipment (PPE)	Assessor to observe and risk assess	all tools, equipment and Personal Protective Equipment is used in line with industry good practice e.g. AFAG/INDG				
1	(112)		Met ✓ Not Met X				
1.3	Work in a way which maintains health and safety and is consistent	Assessor to observe	all activities must be completed in a way which protects the operator and those around him or her				
1	with relevant legislation and industry good practice		Met ✓ Not Met X				
3.6	Explain the correct methods for disposing of	Two methods	Disposal of waste from workplace activities may include:				
	waste		use of designated waste/recycle bins				
3			empty containers removed from site e.g. oil				
			litter taken home with operators				
			• other				
			Met ✓ Not Met X				
1.5	Dispose of waste safely in line with legislation	Assessor to observe	all waste produced from maintenance activities are disposed of in line with legislation, good				
<del>-</del>	-		practice and/or site requirements				
1	l		1	I	I	l	I

Summary of Assessment (The Assessor is to complete the following as appropriate)

Candidate A	Candidate has met all of the assessment criteria	Tick ✓	The Candidate has not met all of the assessment criteria; (state reason(s))	Tick ✓					
	Signed: D	ate:							
Candidate B	Candidate has met all of the assessment criteria	Tick ✓	The Candidate has not met all of the assessment criteria; (state reason(s))	Tick ✓					
	Signed: D	ate:							
Candidate C	Candidate has met all of the assessment criteria	Tick ✓	The Candidate has not met all of the assessment criteria; (state reason(s))	Tick ✓					
	Signed: D	ate:							
Candidate D	Candidate has met all of the assessment criteria	Tick ✓	The Candidate has not met all of the assessment criteria; (state reason(s))	Tick ✓					
,	Signed:	Date:							
For	For use by Internal Verifier ONLY if the assessment process was internally verified (Internal Verifier to complete ONE of the boxes below)								
I ob and	I observed an assessment process taking place and I am satisfied that the assessment was conducted in line with the qualification requirements and that the judgement of the Assessor was appropriate.								
I observed an assessment process taking place. The following were noted as areas of concern.									
Sig	ned:	Date:							